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## Acquiring Minds Want to Know / Readers' Survey

Joyce Ogburn  
*Yale University*

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# Acquiring Minds Want To Know

Column Editor: **Joyce Ogburn** (Yale University)



In preparation for a discussion at the Charleston Conference, I am asking librarians, vendors, publishers, and system vendors who read *Against the Grain* to answer a survey about how services and products that support information delivery and dissemination are developed and change over time. For example, document delivery (delivery for free or fee of articles or other publications to a library or to a requester) is a service being offered by more and more suppliers. With the apparently increasing need for this service the question, how the development of this service has affected other traditional roles or services among the four major players, may be asked. Moreover, the question arises whether there is increasing overlap in the services being offered directly to information seekers.

## INSTRUCTIONS

Please detach or copy and fill out the areas that apply to you and/or your company. You may submit more than one if applicable. You may indicate your name and address in the comments section if you wish. Librarians should start with section I, materials vendors with section II, systems vendors with section III, and publishers with section IV. Section V should be answered by materials vendors, systems vendors, and publishers. All respondents should fill out sections VI and VII. You may indicate "NA" (not applicable) where appropriate. After completion mail to: **Joyce Ogburn; Acquisitions Department; ATG Readers' Survey; Sterling Memorial Library; P.O. Box 1603A Yale Station, New Haven CT 06520**. If you prefer to respond over e-mail, send your response to: [joyce\\_ogburn@yccatsmtp.ycc.yale.edu](mailto:joyce_ogburn@yccatsmtp.ycc.yale.edu). Responses should be sent by **August 15, 1993**. Thanks for your cooperation.

### I. Section I. — Librarians

Library characteristics:

A. Type

☐ Academic   ☐ Public   ☐ Corporate   ☐ Medical   ☐ Law  
☐ Other \_\_\_\_\_

B. Automated system

☐ Yes   ☐ Developed in-house   ☐ Purchased  
☐ No

Your primary responsibility (check all that apply):

A.   ☐ Monographs   ☐ Serials  
B.   ☐ Acquisitions   ☐ Collection Development  
☐ Other \_\_\_\_\_

Services or products of materials vendors presently used:

☐ Supply of library materials   ☐ Authorities work   ☐ Recon   ☐ Cataloging records  
☐ Document delivery   ☐ Serials check in system   ☐ Acquisitions system  
☐ Other \_\_\_\_\_

If materials vendors were to be used by your library other than for supply of materials, your role in the decision process would be:

☐ Primary decision maker   ☐ Participant in decision   ☐ No participation   ☐ Not sure  
☐ Depends on the service or product

If your library is using a materials vendor, publisher, or systems vendor for document delivery, were you involved in the choice of vendor?

☐ Yes ☐ No

Has the choice of supplier for document delivery affected your use of materials vendors?

☐ Yes ☐ No

If yes, how?

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## II. Section II: Materials Vendors

Major concentration (check all that apply)

A. ☐ Monographs ☐ Serials ☐ Electronic formats ☐ Other

B. ☐ Domestic ☐ Foreign ☐ International

Services or products offered (check all that apply):

☐ Supply of library materials ☐ Authorities work ☐ Recon ☐ Cataloging records

☐ Document delivery ☐ Serials check in system ☐ Acquisitions system

☐ Other 

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Services or products planned:

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Primary library market (check all that apply):

☐ Academic ☐ Public ☐ Corporate ☐ Medical ☐ Law

☐ Other 

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## III. Section III: Systems vendors

Primary library market (check all that apply):

☐ Academic ☐ Public ☐ Corporate ☐ Medical ☐ Law

☐ Other 

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Functions supported in your system (check all that apply):

A. ☐ Acquisitions ☐ Serials check-in ☐ Circulation ☐ ILL ☐ Cataloging

☐ Collection Development ☐ OPAC ☐ Citation databases ☐ Patron requests

☐ Document delivery

☐ Other

B. ☐ Integrated ☐ Turn key

Services or products planned:

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#### IV. Section IV: Publishers

Sales to libraries:

A. Percentage of total sales \_\_\_\_\_

B. Primary library market (check all that apply):

☐ Academic ☐ Public ☐ Corporate ☐ Medical ☐ Law

☐ Other \_\_\_\_\_

Primary area of publishing:

☐ Monographs ☐ Serials ☐ Electronic publications ☐ Microformats

☐ Other \_\_\_\_\_

What electronic developments have you implemented:

☐ Barcodes on product ☐ EDI with buyers ☐ EDI with other publishers

☐ Online database/inventory ☐ Email (external)

#### V. Section V: Materials vendors, systems vendors, and publishers:

When offering new services or products, the person first approached at the library is:

☐ Acquisitions/serials librarian ☐ Collection development librarian ☐ Systems librarian

☐ Head of Technical Services ☐ Library director

☐ Other \_\_\_\_\_

☐ Depends on the service or product

If you offer document delivery services, whom did you first approach in the library to offer this service?

\_\_\_\_\_

If you offer a document delivery service, what major factor influenced the decision to implement this service?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you offer document delivery directly to end users?

☐ Yes ☐ No

If you do not support document delivery, have you lost library accounts to a vendor who does?

☐ Yes ☐ No ☐ Don't know

Pricing for all services or products are offered:

A. ☐ Unbundled ☐ As one package ☐ Combination of the two

B. If services or products are priced separately, do you plan to offer them as a package?

☐ Yes ☐ No

C. Do you tie the price of use of document delivery services to other services?

☐ Yes ☐ No



Please rank your means for determining priorities for new services or products:

☐ User surveys   ☐ Discussions with largest clients   ☐ User meetings   ☐ User advisory council  
☐ Meetings with materials vendors   ☐ Meetings with systems vendors   ☐ Meetings with publishers

## VI. Section 6: ALL

Interaction with clients/vendors:

☐ Paper   ☐ Online ordering and claiming   ☐ Search only online database   ☐ Internet  
☐ Dial in   ☐ Email

How often have you worked with others to develop standards, systems, services, or new products?

Library:	Materials Vendor:	Publisher:	Systems vendor:
<input type="checkbox"/> Never	<input type="checkbox"/> Never	<input type="checkbox"/> Never	<input type="checkbox"/> Never
<input type="checkbox"/> 1-5 times	<input type="checkbox"/> 1-5 times	<input type="checkbox"/> 1-5 times	<input type="checkbox"/> 1-5 times
<input type="checkbox"/> 5-10 times	<input type="checkbox"/> 5-10 times	<input type="checkbox"/> 5-10 times	<input type="checkbox"/> 5-10 times
<input type="checkbox"/> More than 10	<input type="checkbox"/> More than 10	<input type="checkbox"/> More than 10	<input type="checkbox"/> More than 10

At present with whom are you working to develop these enhancements?

Library:	Materials vendor:	Publisher:	Systems vendor:
<input type="checkbox"/> EDI	<input type="checkbox"/> EDI	<input type="checkbox"/> EDI	<input type="checkbox"/> EDI
<input type="checkbox"/> Doc. delivery	<input type="checkbox"/> Doc. delivery	<input type="checkbox"/> Doc. delivery	<input type="checkbox"/> Doc. delivery
<input type="checkbox"/> Nothing	<input type="checkbox"/> Nothing	<input type="checkbox"/> Nothing	<input type="checkbox"/> Nothing

In the delivery and dissemination of information you view the following as:

Library:	Materials vendor:	Publisher:	Systems vendor:
<input type="checkbox"/> Partner	<input type="checkbox"/> Partner	<input type="checkbox"/> Partner	<input type="checkbox"/> Partner
<input type="checkbox"/> Competitor	<input type="checkbox"/> Competitor	<input type="checkbox"/> Competitor	<input type="checkbox"/> Competitor
<input type="checkbox"/> Combination	<input type="checkbox"/> Combination	<input type="checkbox"/> Combination	<input type="checkbox"/> Combination

## VII. Section 7: Comments:

In your opinion, has the relationship among these four players changed in the last five years?

☐ Yes   ☐ No

If yes, how?

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Additional comments:

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